Procedure No. 6-04

<u>Web Page Disability Access Design Standards</u>

These standards are influenced by Universal Design concepts embraced by the National Information Infrastructure (NII). Specifically, Universal Design calls for the development of information systems flexible enough to accommodate the needs and preferences of the broadest range of users of computers and telecommunications equipment, regardless of age or disability.

Our standards embrace the NII White Paper concepts that "building choice" removes communications and information access barriers that restrict business and social interactions between people with and without disabilities; removes age-related barriers to participation in society; reduces language and literacy-related barriers to society; reduces risk of information worker injuries and enhances global commerce opportunities.

The Disability Access Design Standards are currently being incorporated into our web site and will evolve as new technologies and information systems emerge.

* The City Web Home Page and all City Department home pages will be linked to a page entitled "Access Instructions" for users with disabilities. This page will provide instructions for access to the City web pages for persons with disabilities through a link which will be located at the bottom of the Department Home Page. The City Web Home Page and all City Department Home Pages will be linked to a page entitled "Access Instructions for Users with Disabilities."

* All City of San Jose World Wide Web pages shall support text browsers directly on the page or have an alternative text page displaying the same information. Helpful sites for web page design are located at www.ca.gov/access/howtoweb.html or www.dcp.ucla.edu/

* Every graphic image shall have an "Alt" tag with a short description of that graphic image. If the graphic image is being used as a hyperlink, it should also include a description of the information at the hyperlink.

* Photographs that contribute to the content of the page shall be linked by a "D." The "D" will be a selectable hyperlink to a description of the photograph. In addition, a "Return" hyperlink will be located at the end of the description so that the user can return to the photograph.

* All audio and video clips shall have text transcriptions or descriptions. The graphic page will have a closed-captioned (CC) link button.

* Any link text shall contain descriptive words which can be quickly reviewed by users. Words like "this", "here" or "click" alone do not convey information about the nature of the link.

* An alternate mechanism for on-line forms will be provided since forms are not supported by all browsers. For example, the page could provide a phone number or e-mail address for obtaining the form or assistance.

* If visitors are required to download software not accessible by a screen reader in order to obtain City documents, then the following Alternate Document Format Notice will be posted at the site: "To obtain this information in an accessible format, please call (408) 277-XXXX (Voice) or (408) 277-XXXX (TTY)."

* The use of tables with more than two columns of text will be avoided since tables are not supported by all browsers and cannot be read intelligently by screen readers. For example, newspaper style layouts with text wrapping from one column to the next are not accessible. If tables are used, then the Alternate Document Format Notice will be posted at the site.